Digital and Business Support Officer

Job Description and Person Specification

Reports to	Head of Business Management
Development model	Structured rotation across Head Office functions
Base	Giffnock, East Renfrewshire
Hours	35 hours per week, full time
Salary	£24,479 per annum (£13.45 per hour)
Contract	Permanent, subject to satisfactory probation

About Cosgrove Care

Cosgrove Care is a dynamic, ambitious and innovative Scottish charity supporting children, young people and adults with additional needs and their families. We work in partnership with the people we support, families, communities, commissioners, health and social care colleagues, voluntary-sector organisations and other service providers. We have ambitious plans for 2027, 2028 and beyond and want talented people to grow with us.

Role purpose

To provide flexible digital, administrative and business support across Cosgrove Care while developing broad workplace, communication and technical skills. The postholder will support social media, website content, scheduling, digital systems, meetings, records and office administration, and will rotate through Head Office functions to learn how the organisation works and provide practical support to Heads and managers.

This is an entry-level development role with structured supervision, training and progressively greater responsibility as skills, confidence and competence develop. It may suit someone starting their career, returning to work or changing career direction. Applications are welcomed from people of all ages and backgrounds who can demonstrate the essential skills, values and potential required.

Digital communications and social media

- Help plan, create, schedule and publish accurate, accessible and engaging content across approved social-media channels.
- Support website updates, news stories, vacancy posts, events, partnerships, campaigns and organisational announcements.
- Create basic graphics, photography, short-form video and digital content using approved tools and brand templates.
- Maintain a content calendar, monitor engagement and prepare straightforward performance reports.
- Obtain and record appropriate consent before using photographs, video, stories or personal information.
- Escalate online complaints, safeguarding concerns, misinformation or reputational issues promptly.

Business and administrative support

- Provide reliable administrative support to the Head of Business Management and, through an agreed rotation plan, to Heads and managers.
- Arrange meetings, manage invitations, prepare agendas and papers, take action notes and follow up routine actions.
- Maintain electronic records, trackers, calendars, templates and shared folders accurately and securely.

- Support reception, telephone and email enquiries, scanning, filing, document preparation, printing, mail and routine office activities.
- Assist with events, training, recruitment administration, partnership meetings, presentations and projects.

Digital systems and technical support

- Develop confident use of Microsoft 365, including Outlook, Word, Excel, PowerPoint, Teams, Forms and SharePoint.
- Provide basic first-line support for routine user queries within training and permissions, escalating issues requiring specialist IT support.
- Help maintain guidance, equipment records, digital forms, SharePoint content and straightforward workflows.
- Follow cybersecurity, acceptable-use, password, access-control and information-governance requirements.

Learning and rotation

- Complete an agreed induction and development plan, potentially including a relevant Modern Apprenticeship or accredited qualification.
- Rotate through agreed Head Office functions to understand business management, services, People and HR, finance, participation and engagement, facilities and governance.
- Attend supervision, seek and act on feedback, and maintain evidence of learning and competence.
- Take increasing ownership only when trained, authorised and assessed as ready.
- Contribute ideas for improving communication, digital working and administration.

Professional responsibilities

- Communicate respectfully and accessibly with people supported, families, colleagues, partners, applicants, suppliers and the public.
- Protect confidential and personal information and follow UK GDPR, data-protection and records-management requirements.
- Work within agreed authority and promptly escalate mistakes, risks, complaints, safeguarding concerns or sensitive matters.
- Promote equality, accessibility, inclusion, dignity and Cosgrove Care's values.
- Undertake other reasonable duties appropriate to the purpose, level and developmental nature of the role, as directed by the Head of Business Management or another authorised manager.

Role boundaries

- This is a supervised development role and does not provide professional HR, finance, social-care, health and safety, legal, safeguarding or IT-security advice.
- System access will be limited to what is necessary, justified and authorised for assigned duties.
- Sensitive, personal, political, controversial or crisis-related content must not be published without designated approval.
- Rotations support learning but do not transfer the accountability of the relevant Head, Director, Registered Manager or specialist adviser.

Person specification

Criterion	Essential	Desirable
Qualifications and learning	Ability to communicate clearly in writing and work confidently with everyday numbers, demonstrated through education, work, volunteering or other experience; commitment to workplace learning.	Qualifications or learning in administration, digital applications, media, business, IT or customer service. Equivalent learning and experience will be considered.
Experience	Previous office employment is not required. Evidence from education, volunteering, caring responsibilities, hobbies, community activity or work that demonstrates reliability, organisation, creativity or digital confidence.	Experience with social content, Microsoft 365, Canva, CapCut, records, events or customer support.

Criterion	Essential	Desirable
Skills	Basic digital skills; clear communication; attention to detail; ability to follow guidance and ask for support; interest in social media, digital content and administration.	Experience with simple graphics or video, spreadsheets, content scheduling or website updates.
Personal approach	Proactive, dependable, considerate, discreet, organised, curious and keen to learn.	
Values	Commitment to putting people at the centre, quality, partnership, equality, accessibility, dignity and human rights.	

What Cosgrove Care will provide

- A structured induction, named line manager and regular supervision.
- An agreed rotation and development plan with clear learning objectives.
- Training in Microsoft 365, social-media governance, data protection, safeguarding awareness and accessibility.
- Support towards an appropriate accredited qualification or Modern Apprenticeship where agreed and available.
- Progressive responsibility, constructive feedback and opportunities to build a practical portfolio.
- Reasonable adjustments throughout recruitment and employment for disabled applicants and colleagues.

Employment requirements

- Satisfactory pre-employment checks, including references and evidence of the right to work in the United Kingdom.
- Cosgrove Care is not currently able to sponsor this role under the Skilled Worker route.
- PVG Scheme membership will apply only if the final duties are assessed as constituting a regulated role.
- Compliance with confidentiality, data protection, information security, social-media, safeguarding and records-management requirements.
- Duties, rotation arrangements and reporting lines may be reviewed as Cosgrove Care develops, following appropriate consultation.

Equality, diversity and inclusion

Cosgrove Care welcomes applications from people with different backgrounds, identities, experiences and routes into work. Selection will be based on the requirements of the role, demonstrated potential and alignment with our values. We will consider reasonable adjustments at every stage of the recruitment process.